



Parents Hand Book.

Welcome to Ace Sports Coaching.

Safe, secure and fun environments for children to learn and develop.

At ASC we specialise in childcare, and sports education activities that help children realise their capabilities and develop new skills guided by the child's interest and level of learning focusing on their development needs.

As an Ofsted registered organisation ASC provide a wide range of fun activities and sports coaching programmes during school, after school and during school holidays for children of all ages.

We pride ourselves on our professional approach and are passionate about delivering leading childcare and out of school sports activity clubs.

Our Aims

Our main aim at ASC is to facilitate children's play and education alongside a range of fun activities (age and development appropriate) in a safe, secure and welcoming environment. We firmly believe that every child matters and that their voices should be heard. We endeavour to offer a service that is tailored to their requirements. We facilitate children's play and education through a range of exciting activities and work in close partnership with schools to improve the availability of childcare for working parents.

At ASC we are committed to meeting the physical and social needs of the children in our care.. Our team of dedicated education professionals actively promote good working relationships between schools, parents, children and staff encouraging positive outcomes for children of all ethnic origins, religions, cultures, linguistic backgrounds and abilities ensuring that they feel valued and respected.

Policies and Procedures

We take great care in ensuring we are constantly up-to-date with all current legislations and policies. We encourage parents and carers to read our policies and procedures, which can be found on our website www.acesportscoaching.co.uk

GDPR

We are committed to ensuring the security and protection of the personal information that we process and to provide a GDPR compliant and consistent approach to data protection.

Complaints Procedure

If you would like to make a complaint you should contact the manager of the setting or our Compliance Manager who will deal with the situation and keep a written record of any complaint and action taken.

Complaints: 07581 198835

Out of School Club Bookings

Admissions and Registration

Book, manage and pay for activity clubs and childcare in one easy-to-use and secure place.

Admission to all of our Ace Sports Coaching are booked through iPAL, parents and carers can register their children to enable them to book and pay for activities and childcare in advance.

iPAL gives you full access to your account information and makes it easy to book and manage your child's, care and out of school club bookings and attendance.

Our online booking and payment platform is available 24 hours a day 7 days a week and allows you to book sessions up to 15 minutes before the session starts. Places are not guaranteed and are subject to availability.

The iPAL platform is used to securely store your child's medical records and emergency contact information and a way for you to inform the staff of any relevant information you feel we should know about. We ask that parents and carers provide all relevant information and as many contact details as possible in case we need to contact you in an emergency.

How to Register

Registering with iPAL is easy. Register in 4 simple steps.

Step 1. Visit www.acesportscoaching.schoolipal.co.uk, then click bookings

Step 2. Complete the new parent registration form and click register

Step 3. Once you have completed your registration you will then need to add your child or children

Step 4. After you have registered you can use your username and password to sign in

For more information or to watch videos to guide you through the registration process and learn how to book, make payment and manage activity clubs and childcare there are helpful videos and information in the hints and tips tab on the platform.

Bookings and Fees

All bookings, , are made via our online booking and payment platform, iPAL. Sessions are booked and paid for in advance and can be made up to 24 hours before the start of a session, please note same day booking places are not guaranteed. Parents or carers will not be charged for bank holidays or professional days.

Sports courses must be booked as a block and are not available to book as individual sessions. We ask that all sessions are paid for in advance. Any parent with unpaid fees will not be able to make any further bookings. Should the balance remain unpaid after 7 days the account will be temporarily suspended until payment has been received.

Booking your child's sessions is your responsibility.

If parents or carers continuously fail to book their child's sessions, in order to safeguard the children in our care, our setting and our staff, we may no longer be able to accept your child into our care.

For our sport courses we use book That in and our link for that can be found below :

<https://bookthatin.com/Book/ace-sports-coaching>

Unable to Book

In the event of the iPAL system not working please contact admin@acesportscoaching.co.uk for bookings.

Payments and Fees

At ASC, we accept the following payment methods.

Card Payments

Credit and debit card payments can be made instantly online and card details can be securely saved for quick payments.

Childcare Voucher Payments

We accept Childcare Voucher Payments from the providers detailed further in this handbook. Please let us know if we are missing a provider. Childcare Voucher payments can be made via iPAL in two ways:

- Add voucher payments to your wallet so that you can then use your wallet for ad-hoc bookings
- OR make a booking and select to pay by Childcare Voucher

When making a payment with Childcare Voucher it is important that you provide us with all the information including the provider name to help us locate and verify your voucher payment and that you ensure payments are transferred from Childcare Voucher accounts at the time of booking.

You will also need to log in to your Childcare Voucher provider's account and make the payment manually to Ace Sports Coaching. Please note this can take up to 5 working days to be verified. Please also note that iPAL cannot take the payment for you. It is the parent or carer's responsibility to add the voucher information to iPAL. It can take up to 5 working days for the payment to be received and you can only have two pending vouchers at a time.

Cancellations and Credits

If you want to make any changes to your child's booking you need to cancel the session or sessions 14 days in advance. This is your responsibility and can be done via the iPAL booking system. Any credit will be refunded to your online wallet and can be used to pay for future bookings. If your child is ill, it is important that you inform us (even if you can't cancel the session) so we know not to expect them on that day.

Late Fees

If you are late collecting your child you will be charged £5 per 15 minutes to contribute to the costs of the two staff who are legally required to stay to supervise your child, the rental of the setting space and the school caretaker/site manager.

For example, if you are due to collect your child at 6pm and you arrive at 6.15pm you will be expected to pay a late fee of £5. This fee is automatically deducted from your iPAL wallet. If you were to collect your child at 6.16pm the fee would be £10 and so on.

Please note that the late fee will be applied on any occasion that you are late collecting your child not just after 6pm e.g. if you are late collecting your child after a sports session ending at 4.30pm. In exceptional circumstances, you may be able to appeal the late charge. To make an appeal please contact admin@acesportscoaching.co.uk

Cancelations / Holidays / Absences

We operate to strict guidelines on cancellation and absences to ensure equal treatment and to manage the availability of sessions.

All types of bookings cannot be cancelled or amended under any circumstances and any charges incurred will still be payable. This applies if your child is off sick, self isolating due to COVID-19 or any other disease, on Holiday or going to a Grandparents for the day. Upon signing your child up to one of our sessions you are confirming you agree to these conditions.

If for any reason we fully close a setting or are unable to open we will credit the appropriate fees (excluding the additional contribution) back to your iPAL account.

If you wish to cancel your child's place completely this must be done in writing to admin@acesportscoaching.co.uk giving 30 days notice.

Parent's Contract

All settings are managed by Ace Sports Coaching.

I consent for my child to attend sessions with ASC. I understand that the setting has policies and procedures in place and that there are expectations and obligations relating to both the setting, my- self and my child and I agree to abide by them.

I understand that ASC is a care facility and that, whilst my child is there, ASC is legally responsible for him/her. I am aware that it is my responsibility to ensure that all contact details, dietary requirements and medical conditions remain updated on my iPAL account / Book That in account.

I understand that my child will be provided with a snack and drink whilst at the setting unless otherwise requested. My child will be receive stimulating, challenging play activities and learning opportunities in a fun and safe environment.

I understand that, once my child is handed over to the setting he/she will be in the care of the ASC staff until collected and signed out by a "Named" responsible adult over the age of 16 years. I understand that it is my responsibility to keep the Setting Manager informed of any alterations to the information regarding my child.

I understand that ASC cannot admit my child into the setting any earlier than the appointed time and that I or another "Named" adult must accompany my child or children into the setting and sign my child or children in.

I understand that After School Club closes at the advertised time and, if for any unforeseen circumstances I am going to be late, I will contact the Manager/Deputy.

If my child remains at 7.00pm, after doing everything possible to contact myself and emergency contacts, then I understand that After School Club will be legally required to contact Social Services.

I understand that, if my child is not collected at the allocated time, I will pay a charge of £5 per 15 minutes to cover the costs of the two staff who are legally required to stay to supervise my child e.g. if I arrive at 6.15pm I will be expected to pay a late fee of £5. This fee will go up to £10 if I still haven't arrived by 6.16pm and will continue to increase in increments of £5 per 15 minutes.

I have read the behaviour policy and agree to its terms and appreciate that in some circumstances it may be necessary to exclude my child from the setting and I will be liable to pay for these missed sessions. Should there be any incidents at the setting involving my child, I will be informed of the situation.

I understand that, if my child has an accident, then he/she will be treated by a qualified first aider and I will be informed of the situation as soon as possible. If there is a situation where my child needs urgent medical treatment and I am unavailable, a member of staff from ASC may sign any consent forms necessary for treatment on my behalf.

Any information and details regarding my child will be treated as confidential. I realise, however, that there may be times, for example in cases of child protection concerns, when details of my child may be passed on to other agencies, for example, Police, Social Care, and Health Care Professionals.

If parents or carers continuously fail to book their child's sessions, ASC may no longer be able to accept your child into our care in order to safeguard the children in our care, our settings and our staff.

ASC use social media to share important information and reach out to its many users, I understand that it is a breach of a staff member's privacy to name them on social media so will refrain from doing out of respect to the individual.

I have read and understood the above terms and conditions and by including my children in any ASC activity I agree to abide by them.